

UMAKANTH PANGALA

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EDUCATION

Master of Professional Studies in Computer and Information Sciences: University at Buffalo, The State University of New York, August 2023 - December 2024

Coursework: Python programming, Machine learning, Statistical Data Mining, Cybersecurity.

Bachelor of Engineering: Civil, SSN College of Engineering, June 2016 - September 2020

EXPERIENCE

Software Engineer, Freshworks, INDIA: September 2022 - August 2023

- Collaborated with the backend team to design and implement scalable, reliable and efficient solutions for Freshchat CRM product.
- Developed REST APIs for the 'Conversation Properties' feature, to track conversation metrics and govern conversation workflows via SLAs and assignment rules.
- Identified and resolved over 30 critical frontend and backend programming bugs, boosting Freshchat's overall functionality.
- Participated in on-call rotations, quickly diagnosing and resolving production issues to maintain system uptime and service reliability.
- Participated in Level 2 support team rotations, directly engaging with customers to resolve issues.
- Performed code review and identified functional gaps in end-to-end application development.

Software Engineer, Cognizant Technology Solutions, INDIA: November 2021 - September 2022

- Designed and implemented an application that listens to AWS SQS for incoming files, triggering batch processing workflows to read, transform, and write files.
- Converted legacy SOAP requests into RESTful APIs, improving performance, scalability, and ease of third-party integrations.
- Migrated file upload process from NAS drive to Amazon S3 by developing a custom service, reducing file upload time by 30% and increasing storage reliability by 40%.
- Increased unit test coverage from 60% to 90%, improving application quality and performance.
- Created detailed documentation detailing technical specifications and dependencies to ensure clear understanding and maintain project continuity.
- Adopted Agile development practices, including sprint planning, retrospectives, contributing to a 30% improvement in project delivery timelines.

Junior Software Engineer, Cognizant Technology Solutions, INDIA: November 2020 - November 2021

- Implemented a file cache service to optimize distributed file systems, enhancing file access and system performances.
- Developed bulk file download logic to handle large file downloads asynchronously, enhancing efficiency and reliability.
- Led a migration project transforming a monolithic WebSphere application into a microservices architecture using Spring Boot and REST controllers, applying design patterns such as Strangler. This transformation enhanced data retrieval efficiency.
- Worked closely with the quality assurance team to achieve a 90% quality benchmark for the application, emphasizing rigorous testing and feedback integration.
- Optimized unix scripts to enhance automation flow of application components by 20%.

TECHNICAL SKILLS

- Java, Python, Spring Boot, Microservices, Servlets, react, Html, CSS, JavaScript, JQuery, JSP, Hibernate, MySql, NoSql, AWS SQS, S3, kafka, SonarQube, Jenkins, Bamboo, Agile, Kubernetes, Unix, Docker.

PERSONAL PROJECTS

- A Food Volunteer web application using Java, MySQL, Spring and Hibernate, JSP, Javascript.
- Developed a predictive model for Airbnb pricing in NYC using linear regression and random forest, boosting pricing strategy with an accuracy of 95%.

CERTIFICATIONS

- Data Structures and Algorithms certificate from Coursera and Java full stack web development with react certificate from Udemy.